



Metro Code Policies

Cancellation Policy

The following guidelines have been established to request a cancellation or refund:

- All cancellation and refund requests must be submitted in writing (email will be sufficient) to Metro Code referencing the address(es) of the permit(s), the reason for the request, and how you would like the refund to be made (mailed, customer pick up, refund to credit card, etc.)
- Refunds can take up to 6 weeks to process, depending on the extent of the request
- Below is an outline of what can be expected for a refund, based on the timeframe of the request:
 - If Metro Code has not performed any reviews and the permit has not been submitted to the City, a 100% refund may be granted.
 - If Metro Code has performed a Plan Review, but the permit has not been submitted to the City, Metro Code retains \$150 from the amount paid.
 - If Metro Code has performed a Plan Review, and the permit has been submitted to the city, but no inspections have been completed, a \$240 retainer will be taken out of the refund (the City retains \$90 and Metro Code retains \$150)
 - Once a permit has had Inspections, no refund will be available
 - If a building permit has expired, no refund will be available

Credit Card and Returned Check Policies

Metro Code accepts credit cards (Visa, Mastercard, AMX, Discover) for all permit related fees. If the credit card charge includes and City fees, such as, but no limited to, water impact fees, PACS fees, and TPW impact fees, a 3% convenience fee will be made for those charges. In some circumstances, Metro Code may hold the Permit until the credit card charge has cleared.

If any checks are returned due to insufficient funds, the customer will be charged a fee of \$50.00 per returned check.



Revision Policy

- The first revision is free, provided it does not change the footprint, scope of work, or cost of construction
- Any additional revisions will be subject to a minimum \$75 charge, plus any differences in square footages or cost of construction

Right of Refusal: Metro Code has the right to refuse any work for any reason or make changes to the permit to remove ourselves at any time.

I have read the above information and have been informed of Metro Code's policies and procedures